

# **Veteran Health Identification Card (VHIC 4.25)**

## **User Guide**



**Volume 5 – Card Replacement User**

**VHA Enrollment Services**

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**Department of Veterans Affairs**

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# Revision History

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# 1. Introduction

## 1.1. Purpose

The purpose of this User Guide is to provide general system information, as well as accessibility and user roles with the VHIC application. This User Guide will provide a detailed walkthrough of creating a Veteran Health Identification Card replacement request using the VHIC application.

## 1.2. Document Orientation

### 1.2.1. Organization of the Manual

This User Guide is divided into sections to allow you to quickly obtain the information you need.

The first section will provide an overview of the documentation.

The second section explains what a VHIC is and what the eligibility requirements are.

The third section reviews the various user roles and their accessibility within the VHIC application and will walk the user through the steps needed to access the VHIC application, as well as some general guidelines on using the VHIC application.

The fourth section will give the user step-by-step details of how to complete the Replacement Card Request. Once all the required information has been provided, the final step in the process will allow a VHIC request to be submitted for processing.

Each day, these card requests are transmitted from the VHIC system to a vendor to print and mail the cards to the Veterans, the preferred facility, or the requesting facility. Typically, the cards are received in 7-10 business days from date of request. To ensure the VHIC is received at the appropriate address, the VHIC Associate must verify that the correct address is used, and the Print Vendor verifies that the address is valid. If the U.S. Postal Service cannot deliver the card, it is returned to the requesting facility.

### 1.2.2. Assumptions

This guide has been written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles required for the VHIC application.
- User is using *Google Chrome or Microsoft Edge* to do their job of either Creating a VHIC Card Request, Running Reports, or Managing VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

## 1.2.3. Disclaimers

### 1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

### 1.2.3.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

## 1.2.4. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

Various fonts and symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

- Descriptive text is presented in a proportional font (as represented by this font).
- “Screenshots” of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- Screen shot and section cross references will be seen in italic font (*such as this*)
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

## 1.3. Enterprise Service Desk and Organizational Contacts

The support contact information documented herein is intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.

The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation and contact information (phone number and options to select).

**Table 1: Enterprise Service Desk Contact Information**

| Issue                                   | Contact Info  |
|---|---|
| <b>For Provisioning Issues</b>          | Contact the Enterprise Service Desk at REDACTED. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address. |
| <b>For Proofing Issues</b>              | Contact the Enterprise Service Desk at REDACTED. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.             |
| <b>For All Other VHIC System Issues</b> | Contact the Enterprise Service Desk at REDACTED.<br><br>When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.      |

## 2. Veteran Health Identification Card – What is it?

The VHIC serves as an identification mechanism for Veterans that are enrolled in the VA Healthcare system and supports efficiencies at VA medical facilities throughout the United States. Although not required by Veterans to receive medical care at a VA facility, it does enable Veterans to check in for VA appointments more quickly. The VHIC system is a web-based application that VHIC Associates use to issue VHICs to enrolled Veterans.



**Figure 1: Example of what the VHIC looks like**

To be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Person Index (MPI), which is managed by the Identity and Access Management (IAM) of the VA

## 3. Getting Started

### 3.1. Roles Within VHIC

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor should then verify that the proper role has been assigned.

For a complete list of Roles and Access levels please refer to the **VHIC Roles and Access** document.

### 3.2. Proper Navigation of the VHIC Application

The correct way to navigate through the VHIC application is to use the buttons that are located at the bottom of each screen instead of using the Browser's built in Back button. Please do **NOT** use the *Back* button at the top of your browser window to navigate back to a previous screen; this will cause errors to occur.

### 3.3. Logging On: VHA Enrollment System Link to VHIC

Once users are logged into the Enrollment System, an eligible user will be able to click on a hyperlink in the VHA Enrollment System and be directed to VHIC. Their VHIC role of Card Replacement User provides access to features in the VHIC application for VES Users use only.

REDACTED

**Figure 2: VHIC VES Hyperlink**

### 3.4. VHIC Home Screen

After the hyperlink has been selected, a second browser tab will be opened and VHIC Users will be directed to the Home screen assigned to their roles. To the eligible HEC VES users (Card Replacement Role), the Veteran Card Details page serves as their Home page for the application.

Home Logged in as:

Card Replacement option is only available for cards with current status of 'Replaced' or 'Requested', MVI status 'Active', and Print Status 'Mailed' and have not been requested within the last 10 days after the request was submitted.

### Veteran Card Details

**Veteran Identity**

Full Name: VETERAN M FOURTEEN

Date of Birth: [REDACTED]

Gender: MALE

Branch of Service: UNAVAILABLE

Enrollment Status: Y

Person ID: 22706

**Card Details**

Card ID: 7713

VISN: 7

Facility: ATLANTA VAMC

Current Card Status: Destroyed

Current MVI Status: Unlinked

Current Print Status: Cancelled

Card Request Date: 9/14/2018

Date of Mailing: [REDACTED]

Expiration Date: 9/14/2028

Mailing Address: 33 SULLEY CIRCLE TEST1 ARCADIA, CA 91077 USA

[Get Replacement Card](#)

### Veteran Card History

| Card ID | Status              | MVI      | Print     | Message                                       | Changed Date | Changed By |
|---------|---------------------|----------|-----------|---|--------------|------------|
| 6017    | Pending Destruction | Unlinked | Mailed    | UNEXPECTED STATUS TRANSITION (Y/U/S to Y/U/M) | 9/14/2020    | VIC        |
| 6096    | Pending Destruction | Unlinked | Mailed    | UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M) | 2/5/2018     | USERONE    |
| 6201    | Pending Destruction | Unlinked | Mailed    | UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M) | 2/5/2018     | USERONE    |
| 6213    | Pending Destruction | Unlinked | Cancelled | UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C) | 2/5/2018     | USERONE    |
| 6215    | Pending Destruction | Unlinked | Cancelled | UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C) | 10/31/2018   | USERONE    |
| 6216    | Destroyed           | Unlinked | Mailed    | UNEXPECTED STATUS TRANSITION (Y/U/M to Z/U/M) | 10/24/2019   | USERONE    |
| 10824   | Destroyed           | Unlinked | Cancelled | UNEXPECTED STATUS TRANSITION (Z/A/C to Z/U/C) | 8/3/2020     | USERONE    |

**Figure 3: VHIC VES User Home Page**

### 3.4.1. Veteran Card Details Page

The Veteran Card Details page provides the latest Card Status information based on the card ID received from the VHA Enrollment System and provides capability to request a replacement VHIC card based on the business rules for card replacement.

The Veteran Card Details page is broken into three sections.

#### 1. Veteran Identity Information

This section provides the Veteran Identity Information including:

- Veteran’s Full Name
- Date of Birth
- Gender

- Branch of Service
- Enrollment Status
- Person ID

| Veteran Health Identification Card (VHIC) |                                     | Skip to Content |
|---|-------------------------------------|-----------------|
| Home                                      | Logged in as:                       |                 |
| Veteran Card Details                      |                                     |                 |
| -Veteran Identity-                        |                                     |                 |
| Full Name                                 | FOUR O MVIPATIENT ( PREFERREDNAME ) |                 |
| Date of Birth                             | 8/22/1985                           |                 |
| Gender                                    | MALE                                |                 |
| Branch of Service                         | UNAVAILABLE                         |                 |
| Enrollment Status                         | Y                                   |                 |
| Person ID                                 | 22993                               |                 |

**Figure 4: Veteran Identity Section**

**NOTE:** If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in *Figure 5. Veteran Identity Section with Preferred Name.*

| Veteran Health Identification Card (VHIC) |                                     | Skip to Content |
|---|-------------------------------------|-----------------|
| Home                                      | Logged in as:                       |                 |
| Veteran Card Details                      |                                     |                 |
| -Veteran Identity-                        |                                     |                 |
| Full Name                                 | FOUR O MVIPATIENT ( PREFERREDNAME ) |                 |
| Date of Birth                             | 8/22/1985                           |                 |
| Gender                                    | MALE                                |                 |
| Branch of Service                         | UNAVAILABLE                         |                 |
| Enrollment Status                         | Y                                   |                 |
| Person ID                                 | 22993                               |                 |

**Figure 5. Veteran Identity Section with Preferred Name**

## 2. Veteran Card Details

This section provides the Veteran Identity Information including:

- Card ID
- VISN
- Facility
- Current Card Status
- Current MPI Status
- Current Print Status
- Card Request Date
- Date of Mailing

- Expiration Date
- Mailing Address

|                      |                                     |
|----------------------|-------------------------------------|
| Veteran Identity     |                                     |
| Full Name            | VAPATIENT, ONE                      |
| Date of Birth        | 4/22/1953                           |
| Gender               | MALE                                |
| Branch of Service    | UNAVAILABLE                         |
| Enrollment Status    | Y                                   |
| Person ID            | 22542                               |
| Card Details         |                                     |
| Card ID              | 7526                                |
| VISN                 | 8                                   |
| Facility             | HEALTH ELIGIBILITY CENTER           |
| Current Card Status  | REQUESTED                           |
| Current MVI Status   | ACTIVE                              |
| Current Print Status | MAILED                              |
| Card Request Date    | 8/16/2018                           |
| Date of Mailing      | 09/25/2018                          |
| Expiration Date      | 8/8/2028                            |
| Mailing Address      | 241 ALLISON CT BAHAMA, NC 27503 USA |

**Figure 6: Card Detail Section**

### 3. Veteran Card History

This section provides the Veteran Card Information including:

- Card ID
- Card Status
- MPI Status
- Print Status
- Print Message
- Card Status
- Change Date
- ID of User that facilitated last Card Status change

[Get Replacement Card](#)

**Veteran Card History**

| Card ID | Status    | MVI      | Print  | Message                   | Changed Date | Changed By                   |
|---------|-----------|----------|--------|---------------------------|--------------|------------------------------|
| 7766    | Replaced  | Unlinked | Mailed | MVI CORRELATION UNLINKED. | 10/29/2021   | VIC CARD MONITOR             |
| 12213   | Replaced  | Active   | Mailed | REPLACED.                 | 2/22/2023    | TEST_TEST_VAAUSIAM-VICTEST37 |
| 14631   | Requested | Active   | Mailed | MAILED.                   | 3/3/2023     | VIC                          |

**Figure 7: Veteran Card History Section**

## 4. Requesting a Replacement VHIC Card

### 4.1. Card Replacement Eligibility

The Card Replacement option is only available to veterans with an active VHIC card.

A card replacement request may not be made within 10 days of the submission of a previous card request.

If the replacement requirements are not met, the user will see a notification at the top of the page, and the [**Get Replacement Card**] button will be shown but greyed out and not available.

REDACTED

#### Figure 8: Card Not Eligible for Replacement

If the card is Eligible for Replacement, the [**Get Replacement Card**] button can be seen and selected.

REDACTED

#### Figure 9: Card Eligible for Replacement

### 4.2. Requesting a Replacement Card

This section will give the VES user the step-by-step details of the process to replace a card in VHIC.

## 4.2.1.VHIC Card Replacement Request

Once you have been transferred from the VHA Enrollment System to the VHIC system, review and verify all information found on the Veteran Card Details Page. When all details have been verified, click on the [**Get Replacement Card**] button.

Veteran Health Identification Card (VHIC)
Skip to Content

Home
Logged in as:

### Veteran Card Details

— Veteran Identity —

|                   |                                     |
|-------------------|-------------------------------------|
| Full Name         | FOUR O MVIPATIENT ( PREFERREDNAME ) |
| Date of Birth     | 8/22/1985                           |
| Gender            | MALE                                |
| Branch of Service | UNAVAILABLE                         |
| Enrollment Status | Y                                   |
| Person ID         | 22993                               |

— Card Details —

|                      |   |
|----------------------|---|
| Card ID              | 14631                                       |
| VISN                 | 7   |
| Facility             | ATLANTA VAMC                                |
| Current Card Status  | Requested                                   |
| Current MVI Status   | Active                                      |
| Current Print Status | Mailed                                      |
| Card Request Date    | 2/22/2023                                   |
| Date of Mailing      | 02/28/2023                                  |
| Expiration Date      | 9/26/2028                                   |
| Mailing Address      | 123 SESAME STREET FRONT ROYAL, VA 22630 USA |

### Veteran Card History

| Card ID | Status    | MVI      | Print  | Message                   | Changed Date | Changed By                   |
|---------|-----------|----------|--------|---------------------------|--------------|------------------------------|
| 7766    | Replaced  | Unlinked | Mailed | MVI CORRELATION UNLINKED. | 10/29/2021   | VIC CARD MONITOR             |
| 12213   | Replaced  | Active   | Mailed | REPLACED.                 | 2/22/2023    | TEST_TEST_VAAUSIAM-VICTEST37 |
| 14631   | Requested | Active   | Mailed | MAILED.                   | 3/3/2023     | VIC                          |

**Figure 10: Select the Get Replacement Card Button**

After clicking the [Get Replacement Card] button, you will be directed to the Veteran Identity Confirmation page. This screen displays the information retrieved from the Master Person Index (MPI) and the VHA Enrollment System (VES) for the selected Veteran. The purpose of this screen is to verify the displayed information, select the reason for replacement, and to determine where the Veteran’s card should be mailed.

The screenshot shows the 'Veteran Identity Confirmation' page with a five-step process bar at the top. Step 4, 'Select Mailing Address', is highlighted with a yellow background and a yellow arrow icon. Below the process bar, the page is titled 'Veteran Identity Confirmation' and contains several form sections:

- Status:** Card Request Status: Replacement; Replacement Reason: Lost (dropdown menu).
- Veteran Identity Attributes:** First Name: FOUR; Last Name: MVIPATIENT; Preferred Name: PREFERREDNAME; Date of Birth: 8/22/1985.
- Requesting Facility Address:** Facility Name: ATLANTA VAMC; Facility Address: 1670 CLAIRMONT RD; DECATUR, GA 30033 USA.
- Address:**
  - Mail card to:**
    - Address received from Enrollment Services
    - Address received from MVI
    - Requesting facility
    - Preferred facility ( 983 - CHYSHR )
  - Recipient: FOUR ONE MVIPATIENT III
  - Street 1: 123 SESAME STREET
  - Street 2: (empty)
  - Street 3: (empty)
  - City: FRONT ROYAL
  - State: VA
  - Zip Code: 22630
  - Province: (empty)
  - Postal Code: (empty)
  - Country: USA

At the bottom of the address section, there is a question: 'Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?'. Below this question is a help icon (question mark in a circle) and a 'Next' button.

**Figure 11: Veteran Identity Confirmation Page**

**NOTE:** If the Veteran has a Preferred Name on file it will appear in the Veteran Identity Attribute section as seen in *Figure 12. Veteran Identity Attributes with Preferred Name*.

The screenshot shows a web interface for a five-step process. Step 4, 'Select Mailing Address', is highlighted with a yellow arrow. Below the steps is a 'Veteran Identity Confirmation' section. It contains a 'Status' section with 'Card Request Status' set to 'Replacement' and a 'Replacement Reason' dropdown menu set to 'Lost'. Below this is the 'Veteran Identity Attributes' section, which includes text input fields for 'First Name' (FOUR), 'Last Name' (MVIPATIENT), 'Preferred Name' (PREFERREDNAME), and 'Date of Birth' (8/22/1985). A red arrow points to the 'Preferred Name' field.

**Figure 12. Veteran Identity Attributes with Preferred Name**

Select the reason for replacement from the drop-down menu. Confirm the Veteran and Facility information and move down to the Address section of the screen to select where the replacement card will be delivered.

This screenshot shows the same 'Veteran Identity Confirmation' form as Figure 12, but with the 'Replacement Reason' dropdown menu open. The menu lists several options: 'NOT SELECTED', 'Damaged', 'Expired', 'Incorrect Information', 'Lost', 'Poor Quality', and 'Stolen'. A red arrow points to the 'Lost' option. The 'Veteran Identity Attributes' section is partially visible below the dropdown menu.

**Figure 13: Select Replacement Reason**

—Requesting Facility Address—

Facility Name

Facility Address

—Address—

Mail card to:  Address received from Enrollment Services  
 Address received from MVI  
 Requesting facility  
 Preferred facility ( 983 - CHYSHR )

Recipient

Street 1

Street 2

Street 3

**Figure 14: Select Mailing Address**

This step provides several mailing options for the card:

- Mail to the address received from Enrollment Services
- Mail to the address received from MPI
- Mail to the requesting facility If requesting facility is not known a message will be displayed above for the on-hold condition and the Requesting facility button will be grayed out as seen in Figure 15: Select Next Button
- Mail to the preferred facility

**NOTE:** If Enrollment has flagged the Veteran’s address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts to **not** update their information with VES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.

**NOTE:** If MPI has flagged the Veteran’s address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts **not** to update their information with MPI or VES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

**NOTE:** If no preferred facility information has been received from VES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the information on the screen is a correct match, select the **[Next]** button in the lower right hand to move forward.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Veteran Health Identification Card (VHIC) Skip to Content

Home [Card Request](#) [Reports](#) [Card Management](#) Logged in as: \_\_\_\_\_

**Step 1** Enter Search Terms **Step 2** Select Veteran **Step 3** Capture Veteran Image **Step 4** Select Mailing Address **Step 5** Save Card Request

Bad requesting facility address for Facility ID 508 - no address available  
Bad preferred facility address for Facility ID 983 - no address available

**Veteran Identity Confirmation**

Status  
Card Request Status New

Veteran Identity Attributes  
 First Name VGTSTTHIRTYNIN  
 Last Name TESTFOURTYNINE  
 Preferred Name THIRTY  
 Date of Birth 11/16/1960

Requesting Facility Address  
 Facility Name \_\_\_\_\_  
 Facility Address \_\_\_\_\_

Address  
 Mail card to:  Address received from Enrollment Services  
 Address received from MVA  
 Requesting facility  
 Preferred facility

Recipient VGTSTTHIRTYNIN TESTFOURTYNINE  
 Street 1 10043 S AVENUE M  
 Street 2 \_\_\_\_\_  
 Street 3 \_\_\_\_\_  
 City CHICAGO  
 State IL  
 Zip Code 60617-5911  
 Province \_\_\_\_\_  
 Postal Code \_\_\_\_\_  
 Country USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

? Back Next

**Figure 15: Select Next Button**

You will be directed to the Save Card Request page (*Figure 20: Save Card Request*) which gives the VHIC user and the Veteran one more opportunity to review all the information on the screen for accuracy.

This screen contains the following information for review:

- Name as it will appear on card
- Address card will be mailed to (*this also contains the name as it will appear in the mailing address*)

- Replacement reason (*if applicable*)
- Reason for hold (*if applicable*)
- Service connected status
- Medal of Honor status
- Purple Heart status
- Prisoner of War status
- Branch of Service selection
- Date of Birth

Other fields that either will be populated or will populate upon final submission are:

- Card Number (populates upon final submission)
- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

#### **4.2.1.1. Branch of Service**

If available, the Veteran's Branch of Service options will be displayed on screen. The Veteran should be given the opportunity to select which logo they would prefer to appear on their card or if they would like to decline the logo option altogether (*decline is the default option*). The appropriate radio button should be selected based upon the Veteran's preference. Only those branches of service that are listed in the VHA Enrollment System and in which the Veteran has served will be shown. This will need to be chosen before submitting the card request.

**NOTES:**

- Only one Branch of Service logo can appear on the card; those with more than one branch will have to select one or decline to show any logo.
- The Preferred Name listed on the preview screen will not be printed on the card. It is only housed in the VHIC system.

The screenshot shows a five-step process for creating a Veteran Health Identification Card (VHIC). Step 5, 'Save Card Request', is highlighted in yellow. The main form area is titled 'Veteran Card Details' and contains the following information:

- Service Connected:** N
- Medal of Honor:** N
- Purple Heart:** N
- Prisoner of War:** N
- Card Number:** 2107398875
- Member ID:** 1012896256V941508
- ICN:** 1012896256V941508
- Plan ID:** 7346-243-588
- VISN:** 7
- Facility:** 508
- Date of Birth:** 8/8/1950

Other details include a preview of the card with the name 'VGTESTONE T TESTTHIRTEEN', a preferred name of 'THIRTEEN', and a mailing address in Tokyo, Japan. A red arrow points to the 'Branch Of Service' section, which has the following options:

- United States Public Health Service (USPHS)
- Coast Guard
- Merchant Seamen
- Space Force
- Navy
- Army
- Air Force
- Marine Corps
- Veteran Declines Branch of Service Logo

Additional fields include 'Reason for Hold' (Bad data) and 'Foreign Mailing Address?' (checked).

**Figure 16: Branch of Service Selection**

**NOTE:** If the Veteran has a Preferred Name on file, it will appear as seen in *Figure 17. Branch of Service Selection Preferred Name Highlighted* Though Preferred Name appears in the system; it does NOT appear on the VHIC card at this time.

REDACTED

**Figure 17. Branch of Service Selection Preferred Name Highlighted**

#### 4.2.1.2. Mailing Address Verification

Veterans with a foreign mailing address, have different postage requirements. To ensure they are handled appropriately, select the check box indicating Foreign mailing address.

REDACTED

**Figure 18. Veteran With Foreign Mailing Address**

A pop-up message will appear asking you to confirm the Foreign Address Setting. Click the **[Yes]** button to continue or click the **[Cancel]** button to return.



**Figure 19. Confirm Foreign Address Setting**

After the card and information have been confirmed, click the **[Submit]** button at the bottom of the page to advance the request.

10030 F STREET  
RESTON, VA 20191 USA

**Card Request Date**

?

**Replacement Reason:**  
Lost

Branch Of Service

- Air Force
- Marine Corps
- Veteran Declines Branch of Service Logo

?

**Reason for Hold:**  
Bad data

Back Submit



**Figure 20: Save Card Request**

### 4.2.1.3. Photograph Verification

After reviewing and approving the card details the VHIC user will click the **[Submit]** button. A pop-up box will appear requiring the clerk to acknowledge that they have approved the final picture that will be submitted for card printing. Selecting ok will allow the process to continue and submitting the request possible.

Service Connected Y Card Number  
Medal of Honor N Member ID 2110317517  
Purple Heart N ICN 1013629589V434443  
Prisoner of War N Plan ID 7346-243-588  
VISN 7  
Facility 508  
Date of Birth 12/26/1955

Name as it will appear on card:  
VGTESTFIFTYONE TESTSIXTYTHREE

Preferred name:

Address card will be mailed to:  
VGTESTNINETYFIVE TESTSIX  
2-19-23 AOBADAI  
MEGURO, TOKYO 153-0042 JPN  
Foreign Mailing Address?

Replacement Reason:  
Lost

Reason for Hold:  
Bad data

Space Force   
Veteran Declines Branch of Service Logo

Validate Veteran Photo  
I acknowledge that the veteran picture meets VHIC standards for quality and clarity of features.  
OK Cancel

Back Submit

Figure 21: Validate Veteran Photo

Should a new photograph be needed, the user clicks the **[Cancel]** button and will need to refer the veteran to the VHIC office for a new photo and replacement card.

Service Connected N Card Number  
Medal of Honor N Member ID 2107346530  
Purple Heart N ICN 1012991005V582194  
Prisoner of War N Plan ID 7346-243-588  
VISN 7  
Birth 8/22/1985

Name as it will appear on card:  
FOUR O MVI PATIENT III

Address card will be mailed to:  
VGTESTNINETYFIVE TESTSIX  
2-19-23 AOBADAI  
MEGURO, TOKYO 153-0042 JPN  
Foreign Mailing Address?

Replacement Reason:  
Lost

No Branch of Service is available

Reason for Hold:

Validate Veteran Photo  
I acknowledge that the veteran picture meets VHIC standards for quality and clarity of features.  
OK Cancel

Card Request Date

Pending

Figure 22: Photo Does Not Meet VHIC Standards

**NOTE:** Greyscale pictures are not permitted to appear on the VHIC card.

Should the Veteran photo be Black and White or Greyscale, the VES User should select the **[Cancel]**

And refer the veteran to the VHIC office.

REDACTED

**Figure 23: Cancel Black and White Photo**

Once veteran photo has been approved and clicks the **[Submit]** button, the request will now show a Submitted status.

Upon submission, a Card Number will be generated as well as an Expiration Date and Card Request Date. The colored field will change from yellow to green and the corresponding Card Status will change from Pending to Submitted as seen below.

**Step 1** Enter Search Terms

**Step 2** Select Veteran

**Step 3** Capture Veteran Image

**Step 4** Select Mailing Address

**Step 5** Save Card Request

**Veteran Card Details**

Service Connected Y Card Number 14657  
Medal of Honor N Member ID 2110317517  
Purple Heart N ICN 1013629589V434443  
Prisoner of War N Plan ID 7346-243-588  
VISN 7  
Facility 508  
Date of Birth 12/26/1955  
Expiration Date 1/30/2033

Name as it will appear on card:  
VGTSTFIFTYONE TESTSIXTYTHREE

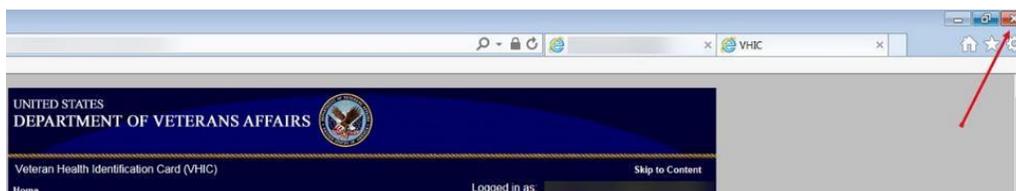
Preferred name:

Address card will be mailed to:

**Card Status Submitted**  
**Card Request Date 03/06/2023**

**Figure 24: Card Request Submitted**

This action has been completed. To exit the application, click the **[X]** button to close this browser window.



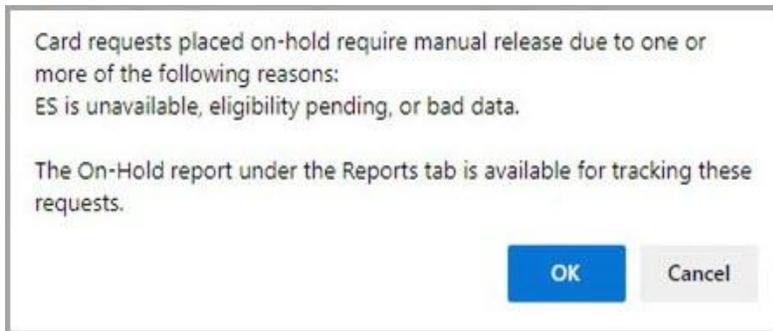
**Figure 25: Close Browser Window**

**NOTE:** If the veteran does not have an EDIPI number, the card request will be marked as Pending and saved for thirty (30) days. A request will be generated for HC IdM to investigate and resolve once you select the hold button.

REDACTED

**Figure 26: Pending Request No EDIPI**

A Confirmation message will appear, select the **[OK]** button.



**Figure 27: On Hold Request Confirmation Box**

The VHIC REQUEST ON HOLD – EDIPI request number will be displayed in a message that can be used for tracking purposes in the Tool Kit. Should anything prevent the card hold from resolving in 30 days an email will be generated to the VHIC Team for additional action.

REDACTED

**Figure 28: HC IdM Request Confirmation**

If a second request is generated before the thirty (30) days the user will get a message indicating that a request is open in the system.

REDACTED

**Figure 29: Active Request Exists in System Message**

**NOTE:** If the VA received an imprecise Date of Birth, such as Month/year instead of Month/Date/Year. A request needs to be created for HC IdM remediation. Select the Branch of



The screen will change showing that the Card Request Status has been updated and saved.

The screenshot displays a multi-step process for a VA Card Request. At the top, five steps are shown: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request), which is highlighted in yellow. Below the steps is the 'Veteran Card Details' section. On the left, there is a placeholder for a VA card with a barcode and the text 'Name as it will appear on card: THREE M MPIPATIENT'. Below this is the mailing address: 'Address card will be mailed to: VGTSTNINETYFIVE TESTSIX 2-19-23 AOBADAI MEGURO, TOKYO 153-0042 JPN'. A checkbox for 'Foreign Mailing Address?' is checked. A 'Replacement Reason' of 'Last' is shown. On the right, a table lists veteran details: Service Connected (N), Medal of Honor (N), Purple Heart (N), Prisoner of War (N), Card Number (11943), Member ID (2107710011), ICN (1013020501V903479), Plan ID (7346-243-588), VISN (7), Facility (508), Date of Birth, and Expiration Date. A yellow box highlights the 'Card Status' as 'Saved On Hold' and the 'Card Request Date' as '03/04/2021', with a red arrow pointing to it. Below this, it states 'No Branch of Service is available' and lists 'Reason for Hold' as 'Eligibility Pending' and 'Invalid Date of Birth'.

| Card Status       | Saved On Hold |
|-------------------|---------------|
| Card Request Date | 03/04/2021    |

Figure 32: Saved on Hold